



# Module 12: Online Resources



# Module Objectives

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- **Assist beneficiaries who use the Internet and TRICARE Web site**
- **State the purpose of the Web sites discussed**
- **Recall how to search for information in the TRICARE manuals**
- **Recall online tools used to assist beneficiaries with tracking claims**
- **Recall the purpose of the Customer Service Community Web site**



# TRICARE Home Page

## www.tricare.mil

[Home](#) | [TMA](#) | [Providers](#) | [Contracting](#) | [Media Center](#) | [TOL](#) | [Publications](#) | [Email Updates](#)



**Welcome, TRICARE Beneficiaries!**

TRICARE is the health care program serving Uniformed Service members, retirees and their families worldwide.

### Answer Three Questions

to get health care information just for you

- 1 Who are you?
- 2 Where do you live?
- 3 What plan are you using?

Zip Code

**SUBMIT**



[New to TRICARE](#)

[Quick Links](#)

[Crisis Center](#)

[News](#)

#### New to TRICARE

TRICARE offers comprehensive, affordable health coverage with several health plan options, a robust pharmacy benefit, dental options, special programs and demonstrations.

Getting started is easy...just follow these three steps:

1. Confirm Your Eligibility
2. Explore Your Health Plan Options
3. Decide and Enroll

[Learn More...](#)



- + TRICARE Retired Reserve expected to begin this fall. [>>More](#)
- + August is Immunizations Month. [>>Watch Video](#)
- + Tune into [Dot-Mil-Docs](#) every Thursday at 3 p.m. (EST).


[» Read More](#)



# My Benefit Portal


## www.tricare.mil/mybenefit/

[Home](#) | [TMA](#) | [Providers](#) | [Contracting](#) | [Media Center](#) | [TOL](#) | [Publications](#) | [Email Updates](#)



### Your Profile

Welcome **Active Duty Service Member** using **TRICARE Prime** in **FALLS CHURCH, VA** (North Region)

[change profile](#)

[Welcome](#) | [Overview](#) | [Medical](#) | [Dental](#) | [Vision](#) | [Prescriptions](#) | [Mental Health and Behavior](#) | [Life Events](#)

#### Popular Topics

- [See What's Covered](#)
- [Find a Doctor](#)
- [Learn About Your Health Plan](#)
- [Find a Toll-Free Number](#)
- [Update DEERS](#)
- [Making Appointments](#)
- [Spouse and Family Health Care Options](#)
- [Injured on Active Duty](#)
- [Retiring from Active Duty](#)

### Welcome to TRICARE Prime

Most of your health care services are provided at military treatment facilities or through a network of civilian providers established by your regional contractor, [Health Net Federal Services, LLC](#).

#### Primary Care Manager

You have an assigned primary care manager (PCM). Your PCM will provide most of your care and refer you for services he or she cannot provide.

→ [Find out how to change your PCM](#)

#### TRICARE Prime Enrollment Card

You should have already received your TRICARE Prime Enrollment Card. Present this card along with your uniformed services ID card when you receive care so the provider knows you're enrolled in TRICARE Prime. Each family member enrolled will receive their own card. If you have not received the card or need a replacement, contact [Health Net](#).

[Learn More About Your Plan](#)

Text Size Print

#### Contact

Health Net Federal Services, LLC  
1-877-TRICARE (1-877-874-2273)  
[www.healthnetfederalservices.com](http://www.healthnetfederalservices.com)

#### Downloads

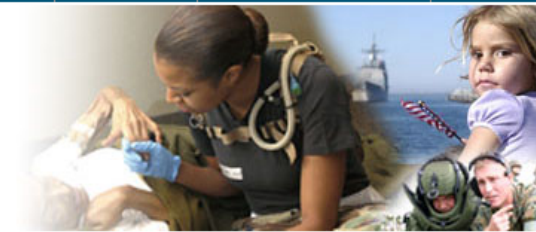

- [TRICARE Prime Handbook](#)
- [TRICARE Health Matters Newsletter](#)





# Spanish Language TRICARE Web Site

## www.tricare.mil/mybenefit/espanol



**Mi Perfil**

[Escriba un Perfil](#)

Google™ Búsqueda personalizada [IR](#)

[Generalidades](#) [Médicos](#) [Dental](#) [Vista](#) [Recetas médicas](#) [Salud mental y conducta](#) [Eventos vitales](#)

**¡Bienvenidos beneficiarios de TRICARE!**

Haga clic en las fichas arriba para información general o escriba su perfil para ver información específica para su caso. Cambie su perfil en cualquier momento para ver información para otras situaciones o personas. La información no será guardada ni recopilada.

**Perfil – Paso 1**


Seleccione su categoría de beneficiario:

¿Necesita ayuda para seleccionar una categoría de beneficiario?

Seleccione el país:

[SUBMIT](#)

**Anuncios** [Archivos](#)



**Programa Dental de Servicio Activo**


El nuevo Programa Dental de Servicio Activo comenzará el 1 de Agosto, 2009. [Haga clic aquí](#) para conocer más acerca de este programa y como le afecta a usted.

◀ 1 2 3 4 5 6 7 ▶



# TRICARE Online

## <https://www.tricareonline.com>



**TRICARE Online.com**

**Welcome to TRICARE Online**

TRICARE Online is a secure web portal designed to increase access to care for authorized TRICARE beneficiaries and increase access to information for designated TRICARE physicians and support staff.

Review the Security Disclaimer below for important information regarding the usage of this website. Clicking on the "I Agree" button confirms your agreement to the terms outlined, and allows you to view pre-login information for this site.

**TRICARE Online Privacy and Security Policy**

- » Introduction
- » Privacy Act Warning
- » Security of Information
- » Family Members and Privacy
- » Registration and Login
- » The Use of Cookies
- » Password Protection
- » Logging Out
- » Exit Site Notice

**Contact Numbers**

TRICARE Information Service  
(Beneficiary & Program Information)  
**1-888-363-2273**

DMDC Support Office  
(DEERS Eligibility)  
**1-800-538-9552**

TRICARE Mail Order Program  
(Pharmacy)  
**1-866-363-8667**

TRICARE Retail Pharmacy Program  
**1-866-363-8779**


MHS Helpdesk  
(Technical Problems)





# Military Health System

## www.health.mil

MHS | TRICARE | Force Health | CIO | DCoE | USU | More...
Google Custom Search
Search MHS


**health.mil**  
MHS MILITARY HEALTH SYSTEM | U.S. Department of Defense

share






SEARCH HEALTH.MIL

TOPIC INDEX A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Social Media Hub | Subscribe for Email Updates | Contact Us | AAA

ABOUT THE MHS NEWS & MULTIMEDIA EDUCATION & TRAINING RESEARCH IN THE MHS


**Ceremony Honors Fallen Medical Service Members**  
More than 300 people gathered at Arlington National Cemetery March 16 for the Military Health System's 2010 Remembrance Ceremony dedicated to fallen military medical personnel.  
[Read More](#)



**THE BLOG**  
**From the Desk of the ASD/HA**  
Dr. Charles Rice outlines the four goals on which he will focus the majority of his attention as he performs the duties of the ASD/HA.

- DCoE to Host Webinar on Sports, the Military, and Recurrent Concussion
- The Army's Approach to Brain Injury Awareness
- Caregiving and TBI



Ceremony Honors Fallen Medical Service Members


Johns Hopkins Supports Marine Corps Helmet Research


Decision Makes It Easier for Gulf War Veterans to Receive Benefits


VIDEO: Medical Personnel Honored


PODCAST: TBI Response and Treatment


Research Lab in Thailand Uses Battlefield EMR System


Wounded Warriors, Veterans Find Therapy on Ski Slopes


MHS FOR...



Service Members, Retirees & Families


Health Care Providers, Researchers & Educators


MHS Staff


DOD Leaders


Media


H1N1 WATCH BOARD

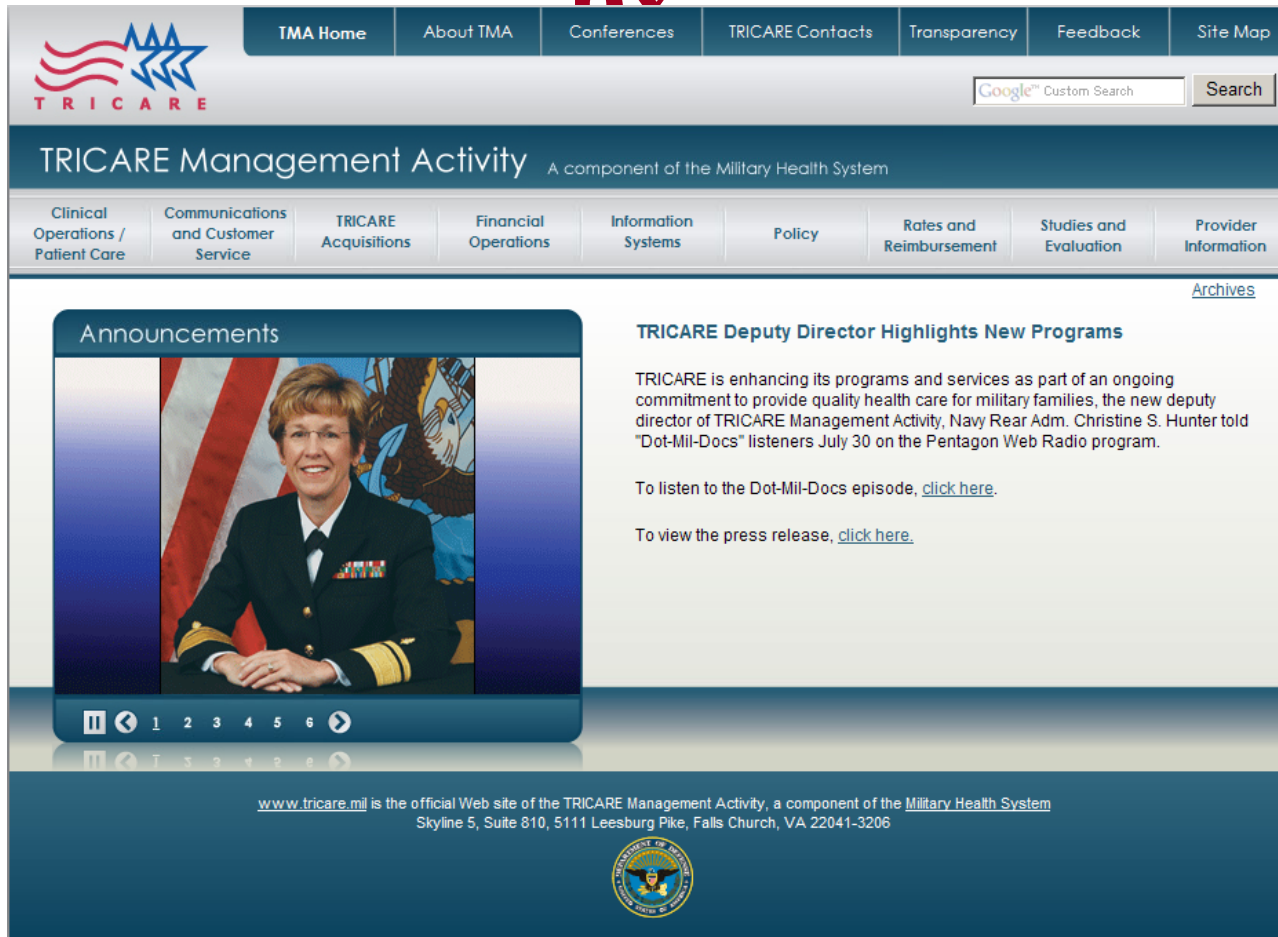

MHS SOCIAL MEDIA HUB


DoD Traumatic Brain Injury Numbers


I ♥ MY HEART



# www.tricare.mil/tma/default.as



The screenshot shows the TRICARE Management Activity website. At the top, there is a navigation bar with links: TMA Home, About TMA, Conferences, TRICARE Contacts, Transparency, Feedback, and Site Map. Below this is a search bar with the text "Google™ Custom Search" and a "Search" button. The main header features the TRICARE logo and the text "TRICARE Management Activity A component of the Military Health System". Below the header is a secondary navigation bar with links: Clinical Operations / Patient Care, Communications and Customer Service, TRICARE Acquisitions, Financial Operations, Information Systems, Policy, Rates and Reimbursement, Studies and Evaluation, and Provider Information. The main content area is divided into two columns. The left column is titled "Announcements" and features a video player showing a portrait of Navy Rear Adm. Christine S. Hunter. The right column is titled "TRICARE Deputy Director Highlights New Programs" and contains text about the ongoing commitment to provide quality health care for military families, mentioning the new deputy director of TRICARE Management Activity, Navy Rear Adm. Christine S. Hunter, and her appearance on the "Dot-Mil-Docs" listeners July 30 on the Pentagon Web Radio program. Below the text are two links: "To listen to the Dot-Mil-Docs episode, [click here](#)." and "To view the press release, [click here](#)." At the bottom of the page, there is a footer with the text: "www.tricare.mil is the official Web site of the TRICARE Management Activity, a component of the Military Health System. Skyline 5, Suite 810, 5111 Leesburg Pike, Falls Church, VA 22041-3206". The footer also includes the Department of Defense seal and the TRICARE logo.

TRICARE

TMA Home About TMA Conferences TRICARE Contacts Transparency Feedback Site Map

Google™ Custom Search Search

TRICARE Management Activity A component of the Military Health System

Clinical Operations / Patient Care Communications and Customer Service TRICARE Acquisitions Financial Operations Information Systems Policy Rates and Reimbursement Studies and Evaluation Provider Information

Archives

Announcements

TRICARE Deputy Director Highlights New Programs

TRICARE is enhancing its programs and services as part of an ongoing commitment to provide quality health care for military families, the new deputy director of TRICARE Management Activity, Navy Rear Adm. Christine S. Hunter told "Dot-Mil-Docs" listeners July 30 on the Pentagon Web Radio program.

To listen to the Dot-Mil-Docs episode, [click here](#).

To view the press release, [click here](#).

www.tricare.mil is the official Web site of the TRICARE Management Activity, a component of the Military Health System  
Skyline 5, Suite 810, 5111 Leesburg Pike, Falls Church, VA 22041-3206

DEPARTMENT OF DEFENSE  
UNITED STATES OF AMERICA

TRICARE





# Media Center

## [www.tricare.mil/mediacenter/](http://www.tricare.mil/mediacenter/)

[TRICARE.mil](#) | [Media Center](#) | [About TMA](#) | [HealthBeat](#) | [Conferences](#) | [TRICARE Contacts](#) | [Transparency](#) | [Feedback](#)



### Welcome to the Media Center

Google Custom Search



#### TRICARE e-mail updates

Receive News and Benefit Updates

[See How >>](#)

#### Connect with Us

-  [Twitter](#)
-  [Facebook](#)
-  [YouTube](#)
-  [Flickr](#)
-  [Diigo](#)
-  [RSS Feeds](#)

#### For Journalists

- [Media Kits](#)
- [Resources](#)
- [News Releases](#)
- [Multimedia Gallery](#)
- [Media Queries](#)
- [Media Resources](#)

#### Resource Pages

- [Mental Health](#)
- [Alcohol Awareness](#)
- [Tobacco Cessation](#)
- [Childhood Obesity](#)
- [Wounded, Ill & Injured](#)

#### Featured Stories | Contractor News | DoD/VA Sharing News



**TRICARE Email Updates Are Easy**  
See how to get the latest news you can use.

**Current Regional Contractors To Serve TRICARE Beneficiaries Through March 2011**  
TRICARE beneficiaries in the United States won't need to learn new phone numbers and Web sites any time soon.



**The Doctor Is In - Don't Let the Flu Get You**  
When it comes to being and staying healthy prevention is always the easiest method. TRICARE is committed to prevent illness with immunizations, vaccines and medications.

**A Baby's First Picture can be a Powerful Tool for Doctors**  
2/4/2010  
The ultrasound image of a baby is more and more often the very first picture new parents have of their child. Along with giving parents a picture of the growing fetus, these popular ultrasound...

**Humana Military Healthcare Services Launches Online Community for Military Members and Their Families**  
2/4/2010  
Humana Military Healthcare Services, a wholly owned subsidiary of Humana Inc. (NYSE: HUM), proudly announces the launch of TRIWORLD, a first-ever online virtual world...

**A Healthy Life Starts with a Healthy Thyroid**  
1/25/2010  
January is Thyroid Awareness Month and according to the American Thyroid Association, about 20 million people in the United States have some form of thyroid disease, most of them women...

#### News Releases View All >

**TRICARE MyBenefit Web Site a Top Performer**  
3/12/2010

**Military Health System Holds Second Annual Remembrance Ceremony for Fallen Military Medical Personnel**  
3/11/2010

**Everyone Saves with Generic Drugs**  
3/10/2010

**Regular Colorectal Cancer Screening Saves Lives**  
3/9/2010

**South Carolina Personal Health Record Pilot Extended**  
3/8/2010

#### Podcast Widget



 EMAIL THIS

 SHARE

00:00

**TRICARE Beneficiary Bulletin 57**  
Pregnancy and Dental Care - MyBenefit - Healthy Bones

**TRICARE Beneficiary Bulletin 56**  
Generic Drugs - Screenings - Flu Prevention

**TRICARE Beneficiary Bulletin 55**  
Media Center - Retiree Dental Care - Intransition



# HealthBeat

## www.tricare.mil/HealthBeat/

### HealthBeat Archives

#### 2010

- ✦ March 2010
- ✦ January 2010

#### 2009

- ✦ December 2009
- ✦ November 2009
- ✦ October 2009
- ✦ September 2009
- ✦ August 2009
- ✦ July 2009
- ✦ June 2009
- ✦ May 2009
- ✦ April 2009
- ✦ March 2009
- ✦ February 2009

#### 2008

- ✦ December 2008
- ✦ November 2008
- ✦ October 2008
- ✦ September 2008
- ✦ August 2008
- ✦ July 2008
- ✦ June 2008
- ✦ May 2008
- ✦ April 2008
- ✦ March 2008
- ✦ February 2008
- ✦ January 2008

#### 2007

- ✦ December 2007
- ✦ November 2007
- ✦ October 2007
- ✦ September 2007
- ✦ August 2007
- ✦ July 2007



### Health Beat E-Newsletter March 2010

The latest TRICARE news, health and benefit information.

#### News Releases

##### Transitional Assistance Available for TRICARE Beneficiaries

When some service members and their families leave the military they don't always lose their health care coverage right away. There are situations where these valuable benefits may extend into the post-military life.

<http://www.tricare.mil/pressroom/news.aspx?fid=598>

##### TRICARE Newsletters Get the Word Out Electronically

With a few clicks of a mouse, TRICARE beneficiaries can sign up at [www.tricare.mil/subscriptions](http://www.tricare.mil/subscriptions) to have the latest TRICARE benefit news sent to them electronically. All of the newsletters and bulletins TRICARE currently prints are available online and can be delivered electronically straight to an e-mail inbox.

<http://www.tricare.mil/pressroom/news.aspx?fid=600>

##### Know Before You Go: Some Services Need Prior Authorization

Some health care services - like visiting a primary care provider when sick or for a follow-up appointment - are, as their name implies, routine. However, for other services - such as care from a medical specialist or special tests - TRICARE requires prior authorization.

<http://www.tricare.mil/pressroom/news.aspx?fid=597>

##### Dr. Is In: Don't Let the Flu Get You

When it comes to being and staying healthy prevention is always the easiest method. TRICARE is committed to prevent illness with vaccines and medications.

One of most serious and dangerous illness is the influenza virus commonly known as the flu. While peak flu season usually starts in November and runs through March, it's never too late to protect yourself against the potentially deadly virus.

[http://www.tricare.mil/pressroom/doctor\\_is\\_in.aspx?fid=92](http://www.tricare.mil/pressroom/doctor_is_in.aspx?fid=92)







# Customer Service Community

## www.tricare.mil/customerservicecommunity


[TRICARE.mil](#) | [Contacts](#) | [FAQs](#) | [Glossary](#) | [Forms](#) | [TRICARE Manuals](#) | [Factsheets](#) | [BCAC/DCAO Directory](#)




### Welcome Customer Service Community



[Home](#) | [About](#) | [Team](#)

[Tools & Resources](#) | [Source Documents](#) | [Rates](#) | [Assistance Reporting Tool \(ART\)](#) | [Training and Education](#) | [Conferences](#) | [RSS Feed](#)  [Using the Beneficiary Web Site](#)

Updated  
(April 6, 2009)



Enter Search Terms:

Archives: 29 June 15 2009

The Customer Service Community Web site is an internal resource and external Web sites are not authorized to link to this site.

[BCAC/DCAO Weekly Update June 16 – July 7, 2009](#)

[Visit the BCAC/DCAO Weekly Update archives!](#)

#### Trivia Question

I have the spouse of a deployed active duty service member (ADSM) in my office with a claims issue. She had several appointments over the past few weeks and is now receiving bills from the providers showing an amount due. She also received EOBs that show a patient responsibility amount. She doesn't understand why all of sudden she is paying out of pocket for these visits. She told me their family was on TAMP when the sponsor was ordered back to active duty. They were enrolled in Prime during the TAMP status, and she thought once he was called back to active duty, their Prime enrollment continued. I checked DEERS and it shows his status changed to active duty eight weeks ago. Why is she being billed?

(Scroll down to the bottom of the page for the answer).


#### In The News




**1. TRICARE Communications & Customer Service 2009 Conference:** You waited patiently, now the wait is over. Conference registration is now live! This year's conference is at the Boston Sheraton Hotel, Boston, MA. August 11 – 13. Travel days are Monday, August 10 and Friday, August 14. This year's conference again offers an educational and in-depth look at a number of topics. So go to the conference Webpage at <http://www.tricare.mil/conferences.cfm> and click on the TRICARE Communications and Customer Service Conference link. Conference and hotel registration are linked so when you go to the live site, please have your sessions chosen and a credit card ready.




# TRICARE University

## www.tricare.mil/tricareu

TMA HomeAbout TMAConferencesTRICARE ContactsTransparencyFeedbackSite Map




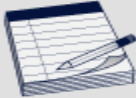


"Teach, Extend, Provide"TRICARE UNIVERSITYFriday, September 03, 2010

[Home](#)[About Us](#)[TFC Schedule](#)[Resources](#)[Participant Guide](#)[Participant Guide Overseas](#)[TRICARE U FAQs](#)[Newsletter](#)[Contact Us](#)[Site Map](#)

**Welcome to TRICARE University**  
The Official Website for the Customer Communications Branch.

[Enter Here For  
ONLINE TRAINING](#)

[Enter Here For  
CLASSROOM TRAINING](#)

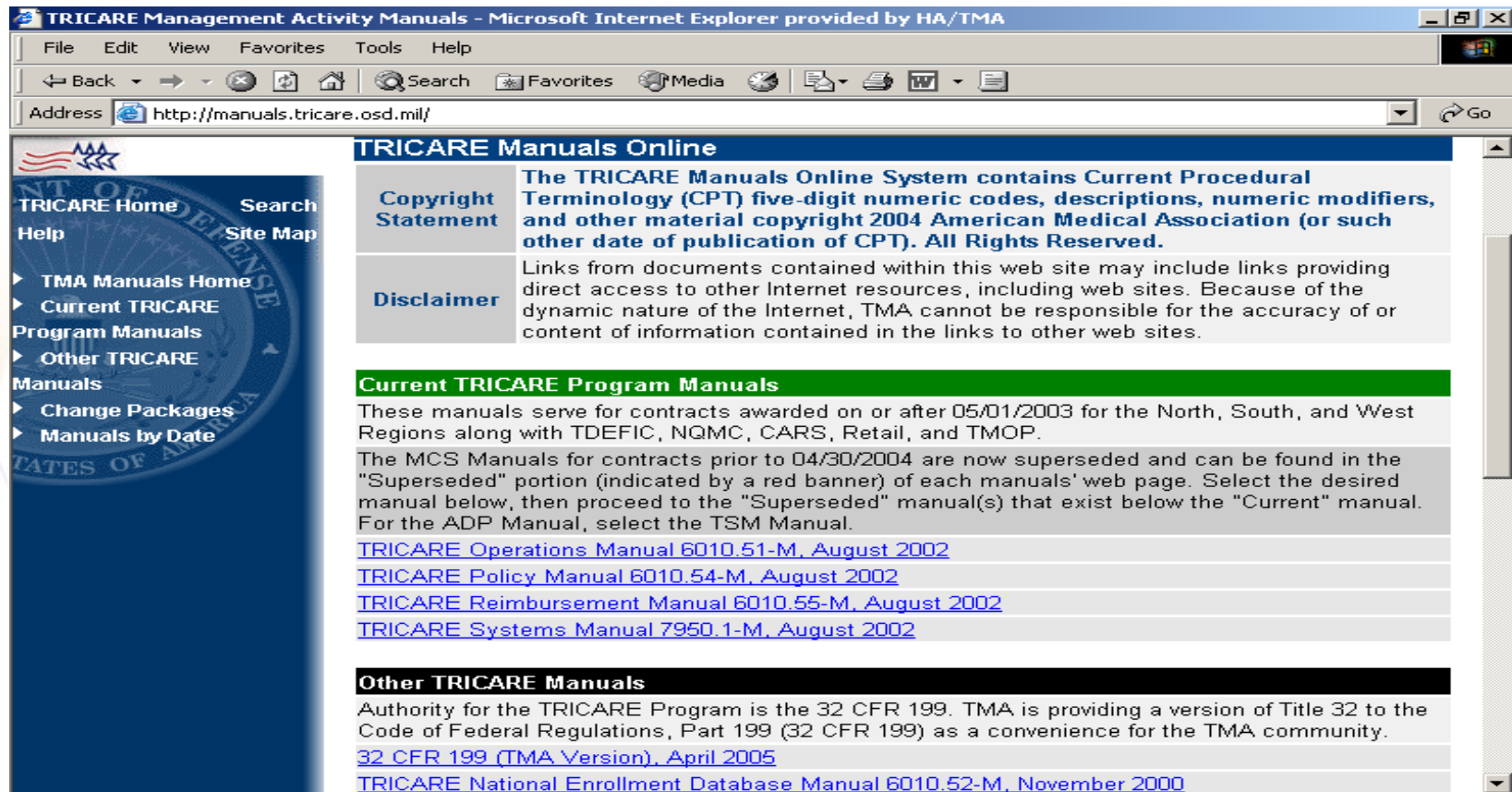
**The Customer Communications Branch** is part of the Communications and Customer Service Directorate at the TRICARE Management Activity in Falls Church, Virginia. The branch was established in November 2002 to accomplish the primary mission of training.  
► [About Us](#)

**Your Feedback is Important**  
Please [contact us](#) and share your ideas on how to improve this Website.



# Search Manuals

## www.manuals.tricare.osd.mil



The screenshot shows a Microsoft Internet Explorer browser window displaying the TRICARE Management Activity Manuals website. The address bar shows the URL <http://manuals.tricare.osd.mil/>. The website has a blue header with the title "TRICARE Management Activity Manuals - Microsoft Internet Explorer provided by HA/TMA". The main content area is divided into a left sidebar and a main body. The sidebar contains a "TRICARE Home" link, a "Search" button, a "Site Map" link, and a list of manual categories: "TMA Manuals Home", "Current TRICARE Program Manuals", "Other TRICARE Manuals", "Change Packages", and "Manuals by Date". The main body features a "TRICARE Manuals Online" section with a "Copyright Statement" and a "Disclaimer". Below this is a "Current TRICARE Program Manuals" section with a green header, followed by a paragraph explaining the manual system and a list of manual links: "TRICARE Operations Manual 6010.51-M, August 2002", "TRICARE Policy Manual 6010.54-M, August 2002", "TRICARE Reimbursement Manual 6010.55-M, August 2002", and "TRICARE Systems Manual 7950.1-M, August 2002". At the bottom is an "Other TRICARE Manuals" section with a black header, followed by a paragraph about the 32 CFR 199 TMA version and two links: "32 CFR 199 (TMA Version), April 2005" and "TRICARE National Enrollment Database Manual 6010.52-M, November 2000".

TRICARE Management Activity Manuals - Microsoft Internet Explorer provided by HA/TMA

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print W Go

Address <http://manuals.tricare.osd.mil/>

TRICARE Home Search  
Help Site Map

▶ TMA Manuals Home  
▶ Current TRICARE Program Manuals  
▶ Other TRICARE Manuals  
▶ Change Packages  
▶ Manuals by Date

**TRICARE Manuals Online**

**Copyright Statement**  
The TRICARE Manuals Online System contains Current Procedural Terminology (CPT) five-digit numeric codes, descriptions, numeric modifiers, and other material copyright 2004 American Medical Association (or such other date of publication of CPT). All Rights Reserved.

**Disclaimer**  
Links from documents contained within this web site may include links providing direct access to other Internet resources, including web sites. Because of the dynamic nature of the Internet, TMA cannot be responsible for the accuracy of or content of information contained in the links to other web sites.

**Current TRICARE Program Manuals**

These manuals serve for contracts awarded on or after 05/01/2003 for the North, South, and West Regions along with TDEFIC, NQMC, CARS, Retail, and TMOP.

The MCS Manuals for contracts prior to 04/30/2004 are now superseded and can be found in the "Superseded" portion (indicated by a red banner) of each manuals' web page. Select the desired manual below, then proceed to the "Superseded" manual(s) that exist below the "Current" manual. For the ADP Manual, select the TSM Manual.

[TRICARE Operations Manual 6010.51-M, August 2002](#)  
[TRICARE Policy Manual 6010.54-M, August 2002](#)  
[TRICARE Reimbursement Manual 6010.55-M, August 2002](#)  
[TRICARE Systems Manual 7950.1-M, August 2002](#)

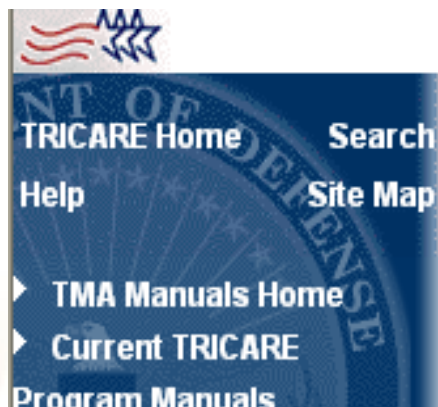
**Other TRICARE Manuals**

Authority for the TRICARE Program is the 32 CFR 199. TMA is providing a version of Title 32 to the Code of Federal Regulations, Part 199 (32 CFR 199) as a convenience for the TMA community.

[32 CFR 199 \(TMA Version\), April 2005](#)  
[TRICARE National Enrollment Database Manual 6010.52-M, November 2000](#)



# Basic Search



## Search ( Switch to Advanced Search )

Please select the specific areas that you would like to search:

- | Current TRICARE Program Manuals                                     |                          |
|---|--------------------------|
| <input type="checkbox"/> TRICARE Operations Manual (August 1, 2002) | <input type="checkbox"/> |
| <input type="checkbox"/> TRICARE Policy Manual (August 1, 2002)     | <input type="checkbox"/> |

## Search ( Switch to Advanced Search )

Please select the specific areas that you would like to search:

- | Current TRICARE Program Manuals  | Most Recent Change to  |
|--|--|
| <input checked="" type="checkbox"/> TRICARE Operations Manual (August 1, 2002) | <input checked="" type="checkbox"/> TRICARE Operations Manual (August 1, 2002) |
| <input checked="" type="checkbox"/> TRICARE Policy Manual (August 1, 2002)     | <input type="checkbox"/> TRICARE Policy Manual (August 1, 2002)                |
| <input type="checkbox"/> TRICARE Reimbursement Manual (August 1, 2002)         | <input type="checkbox"/> TRICARE Reimbursement Manual (August 1, 2002)         |
| <input type="checkbox"/> TRICARE Systems Manual (August 1, 2002)               | <input type="checkbox"/> TRICARE Systems Manual (August 1, 2002)               |



# Search Results

- Enter your search criteria in any case.
- Enter your search words separated by space and phrases in quotation marks.

Search for

Your search for *ECHO* matched **100** documents.

## 1. [TP02 Chap 9 Sect 15.1 -- ECHO Home Health Care \(EHHC\) \(TRICARE Policy Manual \(TPM\)\)](#)

Manual

TP02 Change 53

File size: 255K | Score: 100% | Hits



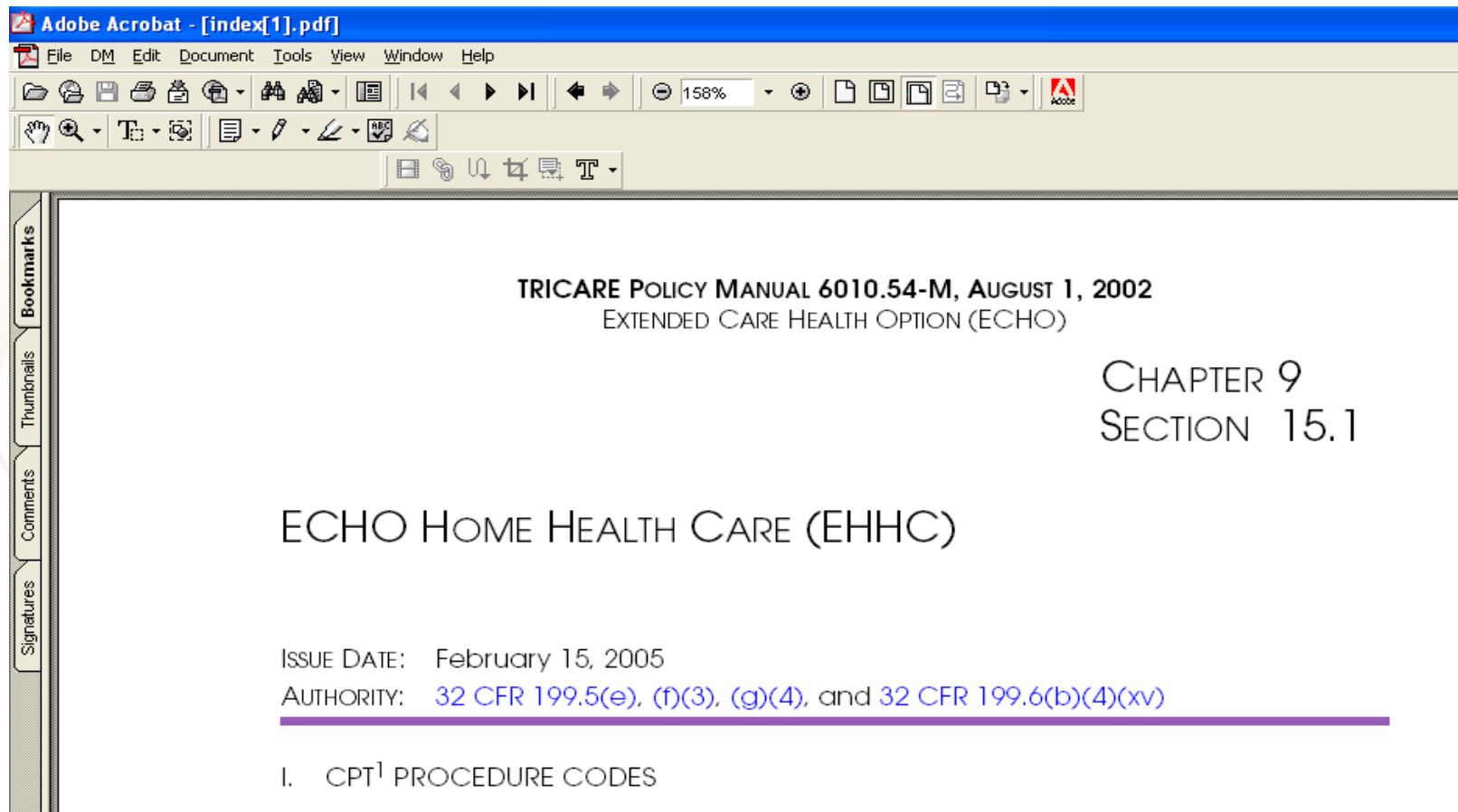
View

[Document \(Highlight Search Words\)](#)

[Document \(No Highlighting\)](#)



# Policy Manual





# TRICARE4U

## www.TRICARE4u.com

The screenshot shows the TRICARE4U website homepage. At the top is the TRICARE4U logo and a navigation bar with links: BENEFICIARIES, PROVIDERS, GOVERNMENT USERS, CONTACT US, ABOUT US, and a search bar. Below the navigation bar is a large banner image of a military family with the text: "Welcome to TRICARE4u.com, the on-line resource for TRICARE For Life and Overseas beneficiary and provider populations. Brought to you by WPS HEALTH INSURANCE". To the left of the banner is a "QUICK LINKS" section with links to General Contacts, Forms, Pharmacy, Pharmacy Overseas, and WPS Corporate Website. To the right of the banner is a "SIGN IN OR REGISTER" section with links to Sign In, Register, Why Register?, and How to Register. Below the banner is a large graphic for the "WPS ORGANIZE to SAVE LIVES" campaign. On the right side of the page is a "BENEFICIARIES" section with a "BENEFICIARIES" link, a "PROVIDERS" link, and a "GOVERNMENT USERS" link. Below these links is a "IN THE SPOTLIGHT" section with a "Text Size: A | A | A" option. The "IN THE SPOTLIGHT" section features a "NEWS" section with a link to "Organize to Save Lives Campaign" and a "Login Help" link. Below the "NEWS" section is a "Don't Forget your Flu Shot" article dated October 17, 2008, which discusses the importance of flu vaccination for military personnel and their families. Below the flu shot article is an "Are you Prepared for Hurricane Season?" article dated September 2, 2008, which provides information on how to prepare for hurricanes and lists items that should be included in an evacuation kit. At the bottom of the page is a "DEPARTMENT OF DEFENSE" logo and a "TRICARE" logo.

TRICARE4U.com

BENEFICIARIES PROVIDERS GOVERNMENT USERS CONTACT US ABOUT US SEARCH:

Welcome to TRICARE4u.com, the on-line resource for TRICARE For Life and Overseas beneficiary and provider populations. Brought to you by WPS HEALTH INSURANCE

**QUICK LINKS**

- [General Contacts](#)
- [Forms](#)
- [Pharmacy](#)
- [Pharmacy Overseas](#)
- [WPS Corporate Website](#)

**SIGN IN OR REGISTER**

- [Sign In](#) | [Register](#)
- Why Register?**  
By registering you will have access to info regarding your records, benefits and eligibility.
- [How to Register](#)

**WPS ORGANIZE to SAVE LIVES**

**BENEFICIARIES**

**PROVIDERS**

**GOVERNMENT USERS**

**IN THE SPOTLIGHT** Text Size: A | A | A

**NEWS**

[Organize to Save Lives Campaign](#) [Login Help](#)

**Don't Forget your Flu Shot**

October 17, 2008

In general, anyone who wants to reduce their chances of getting the flu can get vaccinated. However, certain people should get vaccinated each year. They are either people who are at high risk of having serious flu complications or people who live with or care for those at high risk for serious complications. [Read More](#)

Major General Granger has asked that as flu season starts to rear its ugly head, he wants beneficiaries know that TRICARE can help. Read Major General Grangers blog at <http://www.health.mil/tmablog/default.aspx>

[Are you Prepared for Hurricane Season?](#)

September 2, 2008

Many military service members and retirees live in areas that may be in the path of a Tropical Storm. Because medical help may not be immediately available during and after a tropical storm or hurricane, TRICARE wants it's millions of beneficiaries in those areas to be prepared in advance, by packing Health-related items in a waterproof emergency kit, and keep them handy in case of an evacuation. These items should include:

- Copies of each family member's uniformed services ID card.
- A list of other important phone numbers, including the regional contractor, prescription services and Medicare.
- A list of each family member's prescription medications and their doses, in case they need to be replaced.

In addition to many resources on its Web site, TRICARE has a special Storm Alert page under the rotating announcements on the front page of [www.tricare.mil](http://www.tricare.mil) or directly at: <http://www.tricare.mil/tma/Announcement-08-29-2008.aspx>

Another resource is the CDC (Centers for Disease Control and Prevention) Web site: <http://emergency.cdc.gov/>



# My TRICARE

## www.myTRICARE.com



*I am a...*

**BENEFICIARY**



**PROVIDER**



**Claims, Service, Real-**



### PROVIDER DIRECTORY

Not sure how to find a doctor near you? Use the Provider Directory link below.

[Find a TRICARE Provider](#)



### PHARMACY OPTIONS

Learn more about your options for prescription drugs.

[TRICARE Pharmacy Options](#)



# Regional Contractor for North Region

## <https://www.hnfs.net/bene/hom>

The screenshot displays the TRICARE North Region website. At the top, there are tabs for 'Beneficiary', 'Provider', and 'Government Relations'. Below these are logos for '20 Years Health Net Federal Services' and 'TRICARE North'. A navigation bar includes links to 'Home', 'Enrollment', 'Claims', 'Authorizations', 'Benefits', 'Healthy Living', and 'Behavioral Health'. The main content area features a 'LIVE CHAT ONLINE' section with 'Login' and 'Register' buttons, a search bar, and a list of 'Popular Tasks' such as 'Find a Provider', 'Find a MTF or TSC', 'Make Payment On-line', 'PCM Selection Guide', and 'Enroll In Prime'. To the right, a banner for the 'TRICARE Assistance Program (TRIA) Offers Web-Based Behavioral Health Support' is visible, along with a 'Click here' button. Below this, there's a 'TRICARE: In The Spotlight' section with links to learn more about national initiatives, TRICARE national initiatives, H1N1 information, behavioral health provider locator, TRICARE Reserve Select, and new changes for PCM assignments. A 'TRICARE Resources' section on the right lists various links like 'Acronyms', 'Bill of Rights', 'Common Medical', 'Specialty Definitions', 'Contact us', 'Disaster resources', 'FAQs', 'Forms', 'Glossary', 'Manuals', 'Military Treatment Facilities', 'Pharmacy information', 'Program links', 'Program materials', and 'TRICARE Service Centers'. At the bottom, there's a 'VISITOR Feedback' section, a 'URAC ACCREDITED' logo, and a 'TRICARE North Regional News' section with a link to 'Get the latest information about what is happening in the North Region.' The footer includes the Department of Defense logo and the TRICARE logo.

Beneficiary Provider Government Relations

20 Years Health Net Federal Services

TRICARE North

Home Enrollment Claims Authorizations Benefits Healthy Living Behavioral Health

LIVE CHAT ONLINE

Login Register

Search

Popular Tasks

- Find a Provider
- Find a MTF or TSC
- Make Payment On-line
- PCM Selection Guide
- Enroll In Prime

More >

Popular Pages

- Contact Us
- Enrollment Activities
- Forms Library
- TRICARE Plan Options
- Referrals & Authorizations

More >

VISITOR Feedback

URAC ACCREDITED CASE MANAGEMENT HEALTH NETWORK HEALTH UTILIZATION MANAGEMENT HIPAA PRIVACY Business Associate

"An Outstanding Customer Service"

TRICARE Assistance Program (TRIA) Offers Web-Based Behavioral Health Support Starts August 1st Click here

TRICARE: In The Spotlight

Learn more about TRICARE national initiatives including program changes and areas of special interest.

TRICARE Assistance Program (TRIA) Web-Based Video Behavioral Health Counseling

H1N1 (formerly "Swine Flu") - What TRICARE Has To Say About This Epidemic

Behavioral Health Provider Locator and Appointment Assistance

TRICARE Reserve Select, Guard and Reserve Benefits and Guard and Reserve TRICARE Benefits Video

New Changes For PCM Assignments

Disney Offers Military Discounts At Theme Parks

Beneficiary Web Enrollment (BWE)

DVDs Address Deployment Issues For Military Children

TRICARE National News

TRICARE North Regional News

Get the latest information about what is happening in the North Region.

Health Net Voted Number One Employer of Military Spouses by Military Spouse Magazine

TRICARE Resources

- Acronyms
- Bill of Rights
- Common Medical
- Specialty Definitions
- Contact us
- Disaster resources
- FAQs
- Forms
- Glossary
- Manuals
- Military Treatment Facilities
- Pharmacy information
- Program links
- Program materials
- TRICARE Service Centers

Company Information

About Health Net Federal Services



# Regional Contractor for South Region <http://www.humana-military.com>



The screenshot shows the Humana Military Healthcare Services website. The header features the company logo, a search bar, and a navigation menu. The main content area includes a large image of a soldier with children, a tagline, and several service links. The footer contains accreditation logos, a trust seal, and contact information.

**HUMANA MILITARY**  
HEALTHCARE SERVICES  
★★★★★

*The most trusted name in government health solutions.*

Google™ Custom Search [Go](#)

Log in to MyHMHS  
For.....

- [Beneficiaries](#)
- [Providers](#)
- [Government](#)

**Beneficiary**  
If you are a TRICARE beneficiary, including active duty, or want to learn more.  
[Find a Provider](#)

**Provider**  
If you are a doctor, provider, hospital, or facility.  
[Find a Provider](#)

**Government**  
If you are an MTF or TRO South employee and need access to reports or have an interest in our services.  
[MTF Home Pages](#)

**Newsroom/Alerts**

- Warrior Transition Stands Up
- Real Warriors Campaign
- Rolling Thunder XXII in DC
- TRICARE Mental Health Portal
- 2011 Medal of Honor Convention

**Our Partners**  
[ValueOptions](#)  
[PGBA, LLC](#)

**Puerto Rico**  
For active duty and Prime active duty family members in Puerto Rico. [en español](#)

**CHCBP**  
Health benefits while transitioning from military to civilian health plans.

**URAC**  
ACCREDITED

reviewed by **TRUST.e**  
site privacy statement

Payments  
[TRICARE.mil](#)  
Email Preference

Careers  
[TRO South](#)  
[HMHS Awards](#)

**TRICARE**  
South





# Regional Contractor for West Region

<https://www.triwest.com>

The screenshot shows the homepage of the TriWest Healthcare Alliance website. At the top, the TriWest Healthcare Alliance logo is on the left, and the TRICARE West logo is on the right. Below the logos, there is a banner with a doctor's image and the text "We're here for you." To the left of the banner, a "Welcome TO THE TRICARE WEST REGION" message states that TriWest Healthcare Alliance administers the TRICARE program for military Service members and their families in the 21-state West Region, with a "More»" link. Below the banner, there are three navigation links: "LOGIN", "FIND A PROVIDER", and "ABOUT TRIWEST". The main content area is titled "PLEASE CHOOSE WHAT TYPE OF VISITOR YOU ARE" and features three columns: "Beneficiary" (with a photo of a soldier and child), "Provider" (with a photo of two medical professionals), and "Government" (with a photo of a woman). To the right of these columns is a "SUPPORTING OUR COMMUNITY" section with a yellow ribbon icon and a list of news items: "8/20/2009 Dot-Mil-Docs has the Flu", "8/14/2009 Dr. Jill Biden Keynote Speaker at Freedom Award Ceremony", and "8/11/2009 Gen. Chiarelli on Web-Based TRICARE Assistance Program", followed by a "MORE NEWS >" link. The footer contains a "Certified Equal Opportunity Employer 2009" seal, a navigation bar with links for "About TriWest", "Employment", "Contact Us", "Site Map", and "News Room", a "Terms and Conditions | Privacy Policy | TRICARE.mil" link, a "Copyright 2009 © - TriWest Healthcare Alliance" notice, and the "URAC ACCREDITED UM, CM, DM HEALTH NETWORK" logo.

**TRIWEST**  
HEALTHCARE ALLIANCE®

**TRICARE**  
West

Welcome  
TO THE TRICARE WEST REGION

TriWest Healthcare Alliance administers the TRICARE program for military Service members and their families in the 21-state West Region. [More»](#)

We're here for you.

LOGIN | FIND A PROVIDER | ABOUT TRIWEST

PLEASE CHOOSE WHAT TYPE OF VISITOR YOU ARE

**Beneficiary**

**Provider**

**Government**

SUPPORTING OUR COMMUNITY

- 8/20/2009 Dot-Mil-Docs has the Flu
- 8/14/2009 Dr. Jill Biden Keynote Speaker at Freedom Award Ceremony
- 8/11/2009 Gen. Chiarelli on Web-Based TRICARE Assistance Program

[MORE NEWS >](#)

About TriWest | Employment | Contact Us | Site Map | News Room

Terms and Conditions | Privacy Policy | TRICARE.mil

Copyright 2009 © - TriWest Healthcare Alliance

ACCREDITED UM, CM, DM HEALTH NETWORK



# TRICARE Area Office - Eurasia-Africa

<http://www.tricare.mil/tma/EurasiaA>




## TRICARE Eurasia-Africa

[Español](#)

[TMA Home](#) > [TRICARE Eurasia Africa Home](#)

### Training & Conferences




### TGRO Remote POC Information



### Preferred Provider Network



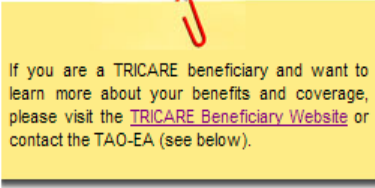
### MTF Information Portal



[Senior Enlisted](#)

## TRICARE Eurasia-Africa Area

Welcome to the TRICARE Area Office-Eurasia-Africa (TAO-EA) Website! This site is designed for TAO staff members, military treatment facility (MTF) staff members, customer service representatives, providers and others who assist TRICARE beneficiaries in the TRICARE Eurasia-Africa Area.



If you are a TRICARE beneficiary and want to learn more about your benefits and coverage, please visit the [TRICARE Beneficiary Website](#) or contact the TAO-EA (see below).

### TRICARE Area Office-Eurasia-Africa

The TAO-EA, in collaboration with MTF commanders, is responsible for the development and execution of an integrated plan for the delivery of healthcare within the Eurasia-Africa Area which is comprised of the European and African continents, all Middle Eastern countries, Pakistan, Russia and several former Soviet Republics including the Baltic States, Ukraine, Georgia, Kazakhstan, Kyrgyzstan and Uzbekistan.

Location:

Sembach, Germany

### TRICARE TRICARE Eurasia-Africa Area Information

- [TOPIC OF THE MONTH](#)
- [TRICARE SERVICE CENTERS \(Eurasia-Africa\)](#)
- [NURSE ADVICE LINE](#)
- [TRICARE EURASIA-AFRICA MARKETING](#)
- [FACT SHEETS](#)
- [FORMS AND DOWNLOADS](#)
- [CLAIMS ADDRESSES](#)
- [RELATED LINKS](#)
- ### HOT NEWS!

TRICARE is proud to announce the [TRICARE Spotlight](#) page to recognize awards, promotions and good news across the MHS.

[Previous](#) | [Next](#)
- ### Quick Links


  - [U.S. EMBASSIES](#)






# TRICARE Area Office - Pacific


## www.tricare.mil/pacific


[TMA Home](#)
[About TMA](#)
[Conferences](#)
[TRICARE Contacts](#)
[Transparency](#)
[Feedback](#)
[Site Map](#)



**TRICARE Pacific**

[Español](#)

[TMA Home > TRICARE Pacific Home](#)




Senior Enlisted Advisor



Training and Conferences



Philippines Certified Provider List



Information for Providers

### TRICARE Pacific

Welcome to the TRICARE Area Office-Pacific Website! This site is designed for TAO staff members, military treatment facility (MTF) staff members, customer service representatives, providers and others who assist TRICARE beneficiaries in the TRICARE Pacific Area.



If you are a TRICARE beneficiary and want to learn more about your benefits and coverage, please visit the [TRICARE Beneficiary Website](#) or contact the TAO-Pacific (see below).

#### TRICARE Area Office-Pacific

TAO-Pacific, in collaboration with military treatment facility commanders, is responsible for the development and execution of an integrated plan for the delivery of healthcare within the Pacific area which is comprised of Guam, Japan, Korea, and Western Pacific Remote.

Location:	Okinawa, Japan (Camp Lester)
Phone:	1-888-777-8343 option 4 (if calling from the United States)
DSN:	DSN (315) 643-2036
COM direct:	81-6117-43-2036 (country code: 011)
Fax:	315-643-2037
Email:	<a href="mailto:tpao.csc@med.navy.mil">tpao.csc@med.navy.mil</a>

#### TRICARE Pacific Area Information

- [TRICARE SERVICE CENTERS \(PACIFIC\)](#)
- [TRICARE PACIFIC CONTACTS](#)
- [TGRO LOCATIONS](#)
- [NEWSLETTERS & POLICY DOCUMENTS](#)
- [FOREIGN FEES](#)
- [CLAIMS ADDRESSES](#)
- HOT NEWS!**

TRICARE is proud to announce the [TRICARE Spotlight](#) page to recognize awards, promotions and good news across the MHS.

[Previous](#) | [Next](#)

#### Quick Links

- [TRICARE BENEFICIARY WEB SITE](#)
- [TRICARE MANUALS](#)
- [FREQUENTLY ASKED QUESTIONS](#)
- [MTF LOCATOR](#)
- [BCAC/DCAO DIRECTORY](#)
- [TAO-EUROPE](#)
- [TAO-LATIN AMERICA AND CANADA](#)
- [MORE LINKS](#)



# TRICARE Area Office LatinAmerica/Canada

## www.tricare.mil/tma/tlac


**TRICARE Latin America & Canada**

TMA Home > TRICARE Latin America & Canada Home


**Canadian Forces Health Care Facilities**


**Panama FAQs**

### TRICARE Latin America & Canada Area

Welcome to the TRICARE Area Office-Latin America & Canada (TAO-LAC) Website! This site is designed for TAO staff members, military treatment facility (MTF) staff members, customer service representatives, providers and others who assist TRICARE beneficiaries in the TRICARE Latin America & Canada (TLAC) Area.



If you are a TRICARE beneficiary and want to learn more about your benefits and coverage, please visit the [TRICARE Beneficiary Website](#) or contact the TAO-Latin America & Canada (see below).

#### TRICARE Area Office-LAC

The TAO-LAC, in collaboration with military treatment facility commanders, is responsible for the development and execution of an integrated plan for the delivery of healthcare within the TLAC area. The TLAC area includes Latin America (including the Caribbean Basin), Canada, Puerto Rico, and the Virgin Islands.

<b>Address:</b>	TRICARE Area Office-LAC Bldg 38716, 38th Alley Fort Gordon, GA 30905-5650
<b>Phone:</b>	1-888-777-8343, option #3 (toll free in most countries) Commercial: 1-706-787-2424
<b>DSN:</b>	DSN: 773-2424
<b>Fax:</b>	1-706-787-3024
<b>Email:</b>	<a href="mailto:taolac@tma.osd.mil">taolac@tma.osd.mil</a>

#### TLAC Area Information

- [TRICARE Service Centers](#)
- [TGRO LOCATIONS](#)
- [PHYSICAL EXAM FORMS](#)
- [FOREIGN FEES](#)
- [CLAIMS ADDRESSES](#)
- HOT NEWS!**

A new TRICARE provider fee schedule for medical services and procedures is in effect for Panama. [Learn more...](#)
- [Previous](#) | [Next](#)
- Quick Links**
  - [TRICARE Beneficiary Web Site](#)
  - [TRICARE Manuals](#)
  - [Frequently Asked Questions](#)
  - [MTF Locator](#)
  - [BCAC/DCAO Directory](#)
  - [TAO-Europe](#)
  - [TAO-Pacific](#)
  - [More Links](#)



# TRICARE SMART

## [www.tricare.mil/tricaresmart](http://www.tricare.mil/tricaresmart)

TRICARE Smart



Select One of the TRICARE Smart Sites

### TRICARE Products Online

To download, print, or view  
TRICARE products click here.

-- Public Site --

### Bulk Orders

To order TRICARE products in  
bulk, click here.

-- For Registered POCs --

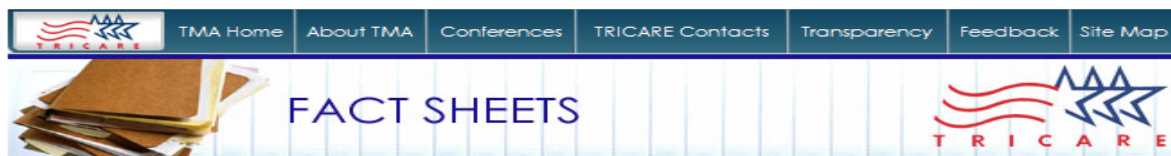


# Fact Sheets

## www.tricare.mil/factsheets



# Finding Fact Sheets



## Browse A to Z

<u>Title</u>	<u>Updated date</u>
<a href="#">"Early" TRICARE Benefit for Some Activated National Guard and Reserve Members and Family Members</a>	06/07/2006
<a href="#">Benefits for National Guard and Reserve Retirees and Their Families</a>	12/01/2006
<a href="#">Certificate of Creditable Coverage</a>	01/15/2009
<a href="#">Chiropractic Care Program</a>	08/07/2007
<a href="#">Defense Enrollment Eligibility Reporting System (DEERS)</a>	10/26/2005
<a href="#">Depression Fact Sheet</a>	10/17/2007
<a href="#">ECHO Home Health Care (EHC)</a>	09/28/2005
<a href="#">Extended Care Health Option (ECHO)</a>	03/23/2009
<a href="#">Generic Drugs</a>	06/15/2006
<a href="#">Hearing Aids for Active Duty Family Members</a>	11/27/2006
<a href="#">HIPAA Privacy and Security at TRICARE</a>	11/06/2006
<a href="#">Identity Theft Victims: First Steps to Safeguard Your Information</a>	08/15/2006
<a href="#">Medicare and TRICARE Entitlements</a>	05/27/2009
<a href="#">Newborn, Adoptees and Pre-Adoptees: DEERS Registration and Prime Enrollment</a>	10/20/2006
<a href="#">Patient Safety and TRICARE</a>	01/03/2007
<a href="#">Relationship between TRICARE and Employer Sponsored Group Health Plans</a>	03/20/2008
<a href="#">Shingles</a>	11/10/2008
<a href="#">Skilled Nursing Facility and Long-Term Care</a>	10/05/2006
<a href="#">Supplemental Insurance</a>	11/16/2005
<a href="#">The Women, Infants and Children (WIC) Overseas Program</a>	02/12/2009
<a href="#">Transitional Assistance Management Program</a>	01/06/2005
<a href="#">TRICARE Appeals</a>	11/02/2004
<a href="#">TRICARE Beneficiary Web Enrollment (BWE)</a>	07/13/2009
<a href="#">TRICARE Catastrophic Cap</a>	09/18/2006
<a href="#">TRICARE Dental Program</a>	01/12/2009
<a href="#">TRICARE Dental Program Survivor Benefit</a>	12/29/2008
<a href="#">TRICARE Eligibility</a>	06/08/2006
<a href="#">TRICARE for College Students</a>	02/28/2007
<a href="#">TRICARE for Medal of Honor Recipients and Eligible Family Members</a>	05/17/2005
<a href="#">TRICARE Global Remote Overseas</a>	03/27/2007





# Selected Fact Sheet



[Print Version](#)

Updated March 23, 2009

## Extended Care Health Option (ECHO)

The Extended Care Health Option (ECHO) is a supplemental program to the TRICARE Basic benefit. ECHO provides eligible active duty family members with an additional financial resource for services and supplies designed to help reduce the disabling effects of a beneficiary's qualifying condition. In 2005, ECHO replaced the TRICARE Program for Persons with Disabilities (PPFPWD).

ECHO has no enrollment fee, however, you must register for ECHO to receive ECHO benefits. Registration in ECHO requires the beneficiary be enrolled in the Exceptional Family Member Program (EFMP) as provided by the sponsor's branch of service. There is no enrollment fee for the EFMP.

### ECHO Eligibility

ECHO benefits are available to the following dependents with a qualifying condition:

- TRICARE eligible dependents of members of the uniformed services, including members of the National Guard and Reserves activated for more than 30 days;
- Family members eligible for continued TRICARE medical benefits through the Transitional Assistance Management Program (TAMP);
- Children or spouses of former members of the Uniformed Service who were victims of physical or emotional abuse;
- Family members of a deceased active duty sponsor remain eligible for ECHO benefits during the period they are in transitional survivor status.

Qualifying conditions for ECHO include:

- Moderate or severe mental retardation;
- A serious physical disability;
- A physical or psychological condition that causes the beneficiary to be homebound

Children may remain eligible for ECHO benefits beyond the usual TRICARE eligibility age limit (21 or age 23 if enrolled in college full time) provided the sponsor remains on active duty, the child is incapable of self-support because of a mental or physical incapacity that occurs prior to the loss of their eligibility, and the sponsor is responsible for more than one-half the child's support.





# Module Summary

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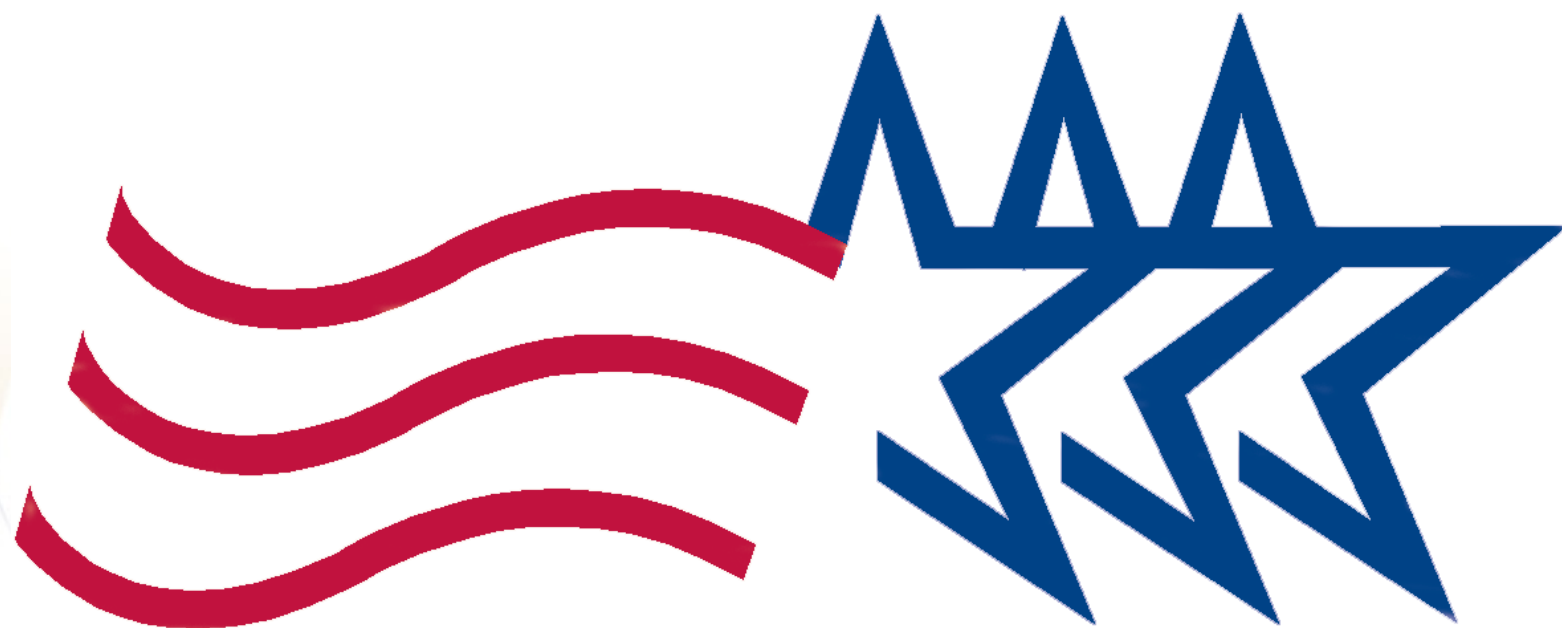
- **Assist beneficiaries who use the Internet and TRICARE Web site**
- **State the purpose of the Web sites discussed**
- **Recall how to search for information in the TRICARE manuals**
- **Recall online tools used to assist beneficiaries with tracking claims**
- **Recall the purpose of the Customer Service Community Web site**



# Questions?

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**T R I C A R E**

